



Service Unit Support Guide

Table of Contents

Foundations of a Successful Service Unit

- 4 Basics of a Service Unit
- 5 Building a Successful Service Unit
- 7 Service Unit Roles
- 9 GSMIDTN Staff Support

Communication

- 22 Communication Plans
- 23 Effective Communication
- 24 Social Media Guidelines
- 26 Methods of Communication
- 27 Improving Communication

Keeping Girl Scouts Safe

- 33 Safety Ratios
- 34 Emergency Planning
- 35 Planning Safe Activities
- 36 Travel

Supporting Volunteers

- 11 Service Unit Meetings
- 12 Calendar
- 15 Engagement
- 17 Conflict Management
- 19 Recognition

Service Unit Events

- 29 Event Planning
- 31 Event Management

Service Unit Finances

- 38 Service Unit Banking
- 39 Service Unit Income
- 40 Troop Disbandment

CouncilAlignMENT

- 42 Reports
- 44 Camporee

Appointment Letters

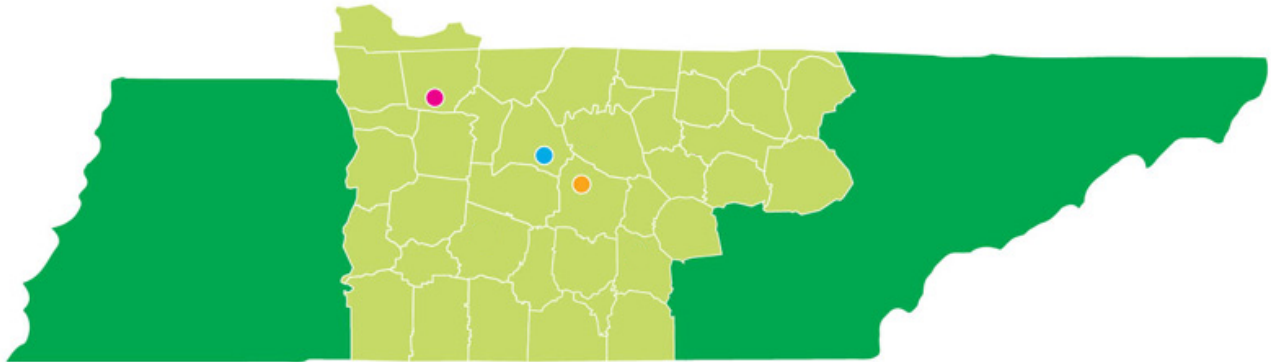
- | | |
|---------------------------|--------------------------------------|
| 46 Service Unit Manager | 48 Service Unit Event Coordinator |
| 47 Service Unit Treasurer | 49 Service Unit Day Camp Coordinator |

Foundations of a Successful Service Unit

This section includes:
Basics of a Service Unit
Building a Successful Service Unit
Service Unit Roles
GSMIDTN Staff Support

Basics of a Service Unit

The purpose of a Service Unit is to encourage and organize local Girl Scout troops in the community, while creating an environment of inclusivity and support.



Girl Scouts of Middle Tennessee (GSMIDTN) covers 39 counties. GSMIDTN is divided into over 60 Service Units to build a sense of community for our members. Service Units are located within a specifically defined geographic area that is designed to best serve the Girl Scouts and volunteers in that area. These may be based on a cluster of schools, neighborhoods, or as large as an entire city or county.

This graphic helps visualize the support network for Girl Scouts and the volunteers that help support them.

Girl Scouts of the USA (GSUSA):

A national organization supporting the work of more than 100 councils across the U.S. for more than 100 years. Headquartered in New York.

Girl Scouts of Middle Tennessee (GSMIDTN):

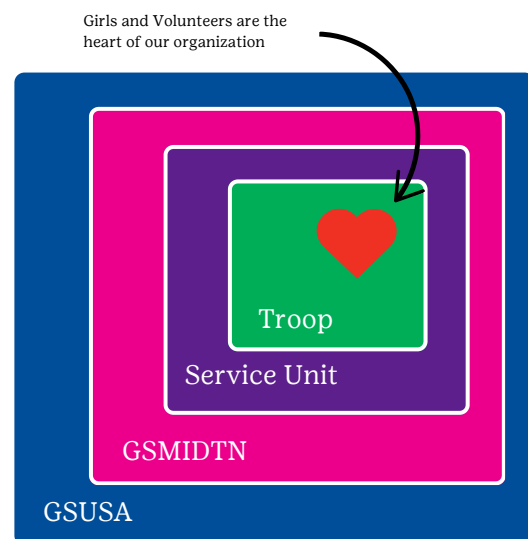
An independent 501(c)3 nonprofit chartered by GSUSA operating under the direction of a local board of directors and overseeing all Service Units and troops within our area.

Service Unit: (SU):

A cluster of troops comprised of volunteers who support the work of troop volunteers within a given geographic area.

Troops:

Volunteer-supervised groups of girls who experience all Girl Scouts has to offer.





Healthy Service Units do these 5 things and perform these 8 essential functions.

Engage local community

Encourage the overall mission of Girl Scouts of Middle Tennessee.

Inspire local girls and adults to join

Advocate for Girl Scouts within your social circle, school, or neighborhood.

Encourage and support local members

This includes Girl Scouts and their adults.

Engage and retain existing members

Plan and host local SU events and opportunities.

Encourage and support local volunteers

Help them feel connected, appreciated, and supported.



5 Key Behaviors

Support volunteers

Mentor, show appreciation, and connect them with others

Recognize volunteers

Nominate them for Adult Awards at the Council and SU level

Host events and activities to engage Girl Scouts

Regardless of what they look like, just have fun!

Promote Product Programs

Complete trainings and encourage all troops to participate

Engage local alumnae

Utilize them to help with all aspects of Girl Scouting

Submit financial reports on time

Ensure that SU and troop reports are completed

Develop networks

Find program providers, mentors, volunteers, and new Girl Scouts

Create a sense of belonging

Be warm and welcoming for all in the community



8 Essential Functions



**Answer these questions
for your Service Unit.**

What would you say are your Service Unit's strengths?

In what ways can your Service Unit improve?

How can you personally contribute to the success of the Service Unit team?



Service Unit Roles

Each Service Unit should establish a strong team of volunteers to support their area.

Girl Scouts of Middle Tennessee relies on dependable volunteers to successfully impact Girl Scouts in our communities. A healthy Service Unit relies on a rotation of volunteers to help support the leaders in their area. All positions have a 3-year term that will be evaluated with the Regional Executive annually.

The following roles are recommended for all Service Units. GSMIDTN suggests that each of the below positions be filled by separate volunteers.

Service Unit Manager: Develops, promotes, manages, and maintains Girl Scouting throughout the Service Unit service area.

Treasurer: Maintains accurate SU financial records to ensure all funds are spent on events and other SU activities. Assist with troop financial reporting as needed.

Service Unit Cookie Coordinator: Supports, trains, and communicates important information to troops during Cookie season. May also oversee cookie booths, cookie delivery, cookie rewards, and troop use of eBudde.

Service Unit Fall Product Coordinator: Supports, trains, and communicates important information to troops during the Fall Product sale. Also oversees Fall Product delivery, Fall Product rewards, and troop use of the M2 system.

GSMIDTN recognizes that every Service Unit is different

Every SU serves a different community and has different strengths, needs, goals, and resources. Whatever your Service Unit Team looks like, just remember to focus on these two things.

1. Keeping Girl Scouts safe. This can be done by making sure all active volunteers are registered members with current background checks and have completed all required trainings.
2. Team work! Start by filling positions that are most important to your SU and build from there. Utilize the whole team to make your Service Unit the best resource for your volunteers.



The following roles are recommended for Service Units to fill based on size and need of the Service Unit.

Events Coordinator/Committee: Promote the Girl Scout experience by planning and hosting SU events throughout the year.

New Leader Mentor(s): Support new leaders throughout their first year. This may include answering questions about leadership and troop management. As well as encouraging participation in SU and Council events.

Photographer/ Media Liaison: Capture the moments and memories of the SU. Work with local media outlets to spread work of what Girl Scouts are doing in the area as well as sending photos to GSMIDTN's Communications department.

Day Camp Coordinator: Oversee the planning and creation of a day camp in their area.

Recruiter/School Liaison: Help the Regional Executive (RE) during the recruitment season. Reach out to your RE to see what help volunteers can provide.

Outdoor Champion: Promote, teach, mentor, and support volunteers by providing information on nature-based and outdoor skill activities as well as opportunities and trainings provided by Council.

STEAM Coordinator: Work with Events Coordinator to plan or promote STEAM activities.

Community Service Coordinator: Work with Events Coordinator to plan or promote community service opportunities .

Highest Award Mentor: Promote, teach, mentor, and support troop leaders working to earn their Highest Awards. Attend Honors Day.

Older Girl Mentor: This volunteer works with older Girl Scouts (grades 6-12) in the SU to encourage retention and participation.



The primary contact for the Service Unit Team is your Regional Executive.

Your Regional Executive will support the Service Unit team in the following ways

- Provides appropriate service to volunteers.
- Ensures membership goals are met, by recruiting new Girl Scouts and volunteers.
- Establishes a schedule and expectations with Service Unit Manager.
- Coordinates with Service Unit Manger to plan and facilitate the Service Unit meeting agendas, as necessary.
- Attends Service Unit meetings to give Council updates and answer questions for volunteers.
- Supports the Service Unit Manager in identification of Service Unit team members and succession planning for future Service Unit positions.
- Evaluates health of Service Unit annually and addresses accordingly.
- Assists in keeping team members up to date on relevant training.
- Hosts Council wide SURGE annually to promote SU growth and retention.

Supporting Volunteers

This section includes:
Service Unit Meetings
Calendar
Engagement
Conflict Management
Recognition



Service Unit Meetings

What's the point of a Service Unit meeting?

Service Units oversee many areas of growth, not only for Girl Scouts and the volunteers that support them, but also for the Council. Each member of the Service Unit team acts as a leader, educator, and advisor. At a SU meeting, all members of the SU team use their time to keep volunteers informed of happenings in the SU and throughout Council. SU meetings offer the space for experienced leaders and the SU team to encourage volunteers on their journey as they assume different leadership roles and support them through challenges. The SU team invites volunteers to be active participants of Service Unit activities. In a Service Unit, there are always ways for leaders and volunteers can increase their Girl Scout knowledge. Service Unit meetings are the magical place where this learning can happen.

Service Unit meetings are a place for the Girl Scout community to grow. The SU needs to be healthy and thriving because it helps connect volunteers and troops. Girl Scouts is a community, and the SU is an crucial link to establishing that community. The SU helps plan events and guides volunteers through their experience. Service Unit meetings provide an opportunity for volunteers to network and exchange ideas and give guidance to one another. Service Units that are successful in building community at these meetings and beyond will have more luck building a service team, planning events, and recruiting new members!

When planning your SU meetings, think about the needs of your volunteers and community. Each meeting should be focused on building community, taking actionable steps to meet goals or execute events, and most importantly provide an opportunity to have fun!

Service Unit meetings offer volunteers...

- The opportunity to network with other volunteers.
- The chance to learn (or teach) something new.
- A space to utilize their skills through opportunities to support the SU.
- Time to take action in or with the community.
- A way to stay up to date on what's happening at the Service Unit, Council, and National level.



Use the calendar below as a guide to plan a Girl Scout year specific to your Service Unit.

August	September	October
First SU meeting of the year Possible agenda items: Introduce SU Team Introduce Event Calendar Fall Product Training	Possible agenda items: Supporting RE with Recruitment Efforts Fall Product Updates	Possible agenda items: Introduce New Leaders Fall Product Wrap Up
November	December	January
Possible agenda items: Cookie Training Council Adult Awards Nominations	Possible agenda items: Cookie Training Holiday Party	Possible agenda items: Cookie Booth Signups

Each SU meeting agenda will offer space for Council updates provided by the Regional Executive. The first and last meeting as well as Cookie training are the only meetings required to be fully in-person.

What events can your Service Unit add to this calendar for Girl Scouts to participate in? What are some possible trainings or enrichment activities you can offer volunteers during monthly Service Unit meetings?



Use the calendar below as a guide to plan a Girl Scout year specific to your Service Unit.

February	March	April
Possible agenda items: Cookie Season Support	Possible agenda items: Cookie Wrap Up	Possible agenda items: Early Bird Renewal Volunteer Appreciation Month SU Awards Nominations
May	June	July
Possible agenda items: End of Year Celebration Service Unit Awards Year End Report	Most SUs do not meet. Year End financial due SU team reach out to troops that did not participate in Spring Renewal.	Most SUs do not meet. SU team plan upcoming year

Each SU meeting agenda will offer space for Council updates provided by the Regional Executive. The first and last meeting as well as Cookie training are the only meetings required to be fully in-person.

How will your Service Unit celebrate the end of Cookie season? What can your Service Unit do to help with Early Bird Renewal? What opportunities can your Service Unit provide to Girl Scouts and volunteers over the summer?



Use this calendar to plan your Girl Scout year and events.

There are many Girl Scout holidays and yearly events that can be celebrated throughout the year. Some examples include:

- Juliette Gordon Low's birthday, October 31
- World Thinking Day, February 22
- Camporee, these can be hosted year round
- Girl Scout Week, the week of March 12
- Cookie Rally, typically hosted in December or January

August	September	October
November	December	January
February	March	April
May	June	July

How to increase volunteer engagement at Service Unit meetings.

Ways to help increase attendance at your Service Unit meetings

1. Publish a calendar of meeting dates. This can be in a newsletter or on a social media platform. Make sure this is shared with all new leaders as they join the SU. A list of dates, times, and locations up front is the best way to ensure attendance.
2. Meet at the same time, place, day of each month.
3. Consider the time of year. Example: February's meeting may need to look different due to cookie season. Feel free to adjust and pivot your schedule as needed.
4. Send reminders for upcoming meetings.
5. Have an agenda and stick to it!
6. Take attendance and reward volunteers for showing up. This can be with door prizes or other incentives that work for your SU.
7. Value their time! Remind volunteers that what they are doing is important and how much you appreciate them making an extra effort to support their Girl Scouts.

Ways to make your Service Unit meetings informative

1. Plan ahead and draft an agenda.
2. Ask volunteers what they are interested in learning more about.
3. Follow the agenda and include contact information for each topic (if needed).
4. Start and end on time! This shows your volunteers that you value their time.
5. Balance business and fun. Give volunteers something useful to take with them to use with their troop.
6. Have team members present different parts of the agenda so it is not always the same person talking.
7. Publicize events for troops as far in advance as possible. This helps volunteers plan their Girl Scout year and allows time to communicate with their families.

Ways to make your Service Unit meetings interactive

1. Set a fun tone! Enthusiasm and willingness to help will create a welcoming atmosphere.
2. Devote time to hands-on activities.
3. Model these meetings after troop meetings. This is a great way for volunteers to learn how to run a meeting in an engaging way.
4. Shake up the seating. This allows people to network.
5. Have time for volunteers to share about their troop. What are they up to? What help might they need? What tips and tricks do they have to share?
6. Make name tags to help volunteers break the ice.
7. Have a sharing table for volunteers to get items they might need.



Answer these questions for your Service Unit.

How can you engage the volunteers in your SU?

**In what ways is your Service Unit great a being informative and interactive?
How can you improve?**



Conflict Management

Different Levels of Conflict

Occasionally, members of the Service Unit team may need to assist with resolving conflict between volunteers, parents, or even Service Unit team members themselves. Service Unit team members may be asked by volunteers to help resolve conflicts between their Girl Scouts or troop families. By understanding the possible escalation of conflict, it is possible to keep a conflict from becoming unmanageable. Keep in mind, your Regional Executive is always available to help navigate conflict with a Service Unit or troop.

Differences: People have various views about their world and circumstances and those views don't always align with others.

Misunderstandings: People often misunderstand each other. People make presumptions, and “filter” what others say through their own experiences, knowledge, and beliefs. This is a critical stage of conflict and one in which the situation can escalate quickly, depending upon how people respond.

Disagreements: It is okay to disagree with someone. People can explore their disagreements and they can debate issues to learn from each other. The danger lies in letting emotions get out of control. While some level of emotion is okay, when people become too passionate, they can lose their reasoning and say or do things they later regret.

Discord: Conflict at this level “is characterized by a generally deteriorating relationship between the conflict partners.” The discomfort is apparent not only in discussing the issue, but also in dealing with the person. Emotions tend to run incredibly high at this point.

Polarization: This is the nasty stage of conflict that is damaging to relationships. People often recruit others to join their cause, make themselves “right” and others “wrong,” expend a lot of energy to defend their position and demean the other person, and refuse to work toward resolving the conflict.



Conflict Management

Resolving Conflict

Sometimes, conflicts may arise between volunteers from the same troop or even between two volunteers from two different troops in the SU. Either way, the Service Unit can be a great resource to help resolve the conflict between them.

Don't Ignore Conflict

If you're someone who dislikes dealing with conflict, it might seem like a good solution to ignore the conflict and hope it will resolve itself on its own. While this sometimes can happen, the truth is that most of the time, this will only cause the situation to get worse. Ignored conflicts tend to fester over time and reappear at inopportune moments, so do the SU a favor and address conflicts when they occur, nipping a potentially toxic situation in the bud as soon as you recognize it.

Clarify What the Issue Is

It's important that you get all the facts. Sit down with the volunteers involved and find out exactly what the issue is. How is each volunteer perceiving the situation? What needs are not being met? What does each volunteer see as an appropriate resolution? Make sure that all parties involved understand that you are acting as an impartial mediator, and let them know they can feel comfortable to share sensitive information.

Bring Involved Parties Together to Talk

Once you've had a chance to talk to all involved volunteers separately, bring them together in a meeting so that they can express their differences in a neutral environment. This is a time for brainstorming, active listening, and being open to different perspectives - the goal is to come to a common understanding of what the problem is, what role each leader is playing in the conflict, and what some possible solutions might be. As the mediator, work to alleviate any major tension and redirect the conversation to be constructive as needed.

Identify a Solution

After both volunteers have had a chance to discuss the situation at hand, it's time to identify what a good resolution might be - and how to get there. Ideally, by this point, both volunteers will understand the other's side, and oftentimes the conflict will be resolved just through facilitated, open dialogue. However, if the situation requires further resolution, you will need to step in and help them negotiate a reasonable solution. This phase can require some time and effort, as it requires both volunteers to set aside their differences and preferences and find some common ground to work towards. Then, work with both individuals to come up with a concrete list of steps that will result in the solution being achieved. It's important to remind all parties of their "why" for volunteering in the first place. Gently reminding everyone that our main priority is providing a positive environment for the girls can often shift the focus to finding a resolution.

Continue to Monitor and Follow Up on the Conflict

Just because a solution has been identified and addressed doesn't mean it will just go away. If all seems to be going well, simply remember to stop and observe from time to time. If it's clear that the solution didn't work, or wasn't the right resolution for the situation, make sure to be proactive in working with both parties to readjust expectations, identify alternative solutions, and continue their dialogue to create a positive and healthy Girl Scout environment. This is an important time to loop your Regional Executive in on the situation so that if changes in leadership need to be made, families are no longer participating, etc., appropriate action can be taken.



Council Adult Awards

GSUSA offers several formal awards that can be bestowed upon deserving adult volunteers.

Appreciation Pin - This pin is given only once to recognize outstanding service to a geographic area or program delivery audience that furthers the council’s goals. The Appreciation Pin recognizes an individual’s exemplary service in support of delivering the Girl Scout Leadership Experience. This service helps reach and surpass the mission-delivery goals of the area.

Honor Pin - This award is given only once to recognize outstanding service to two or more geographic areas or program delivery audiences. The Honor Pin recognizes an individual’s exemplary service in support of delivering the Girl Scout Leadership Experience, allowing the council to reach and surpass its mission-delivery goals.

Thanks Badge - This award is given only once per year to recognize exceptional service that benefits the total council or the entire Girl Scout movement. The Thanks Badge honors an individual whose ongoing commitment, leadership, and service have had an exceptional, measurable impact on meeting the mission delivery goals and priorities of the entire council or the entire Girl Scout Movement.

Thanks Badge II - The Thanks Badge II – for Continuing Service – is similar to the Thanks Badge, but recognizes continued outstanding service given by a Thanks Badge recipient that benefits the total council or the entire Girl Scout movement. The Thanks Badge II honors a previous Thanks Badge award recipient who has continued to provide exemplary service in a leadership role, resulting in a measurable impact that benefits the entire Girl Scout Movement.

President's Award - The President’s Award recognizes the efforts of a service-delivery team or committee. The recipients' exemplary service in support of delivering the Girl Scout Leadership Experience surpassed team goals and resulted in significant, measurable impact toward reaching the council’s overall goals.

Each year at our Honors Day ceremony, we recognize volunteers who have shown extended commitment to the GSMIDTN community. Each Council level award is granted based on nominations and two letters of recommendation. For more information about the nomination process check out our [website](#) or reach out to our [Volunteer Resource](#) team.



Service Unit Adult Awards

These awards can be distributed by the Service Unit to volunteers in their service area each year.

Trained Volunteer Pin - This pin is a recognition earned by an active registered adult volunteer who has completed the required training courses and participated in at least two meetings or events beyond the troop level.

Leaves for Volunteer Pin - Leaves can be earned for this pin when additional enrichment trainings are completed. Green leaves are equal to 10 hours of training. The course may be given by Girl Scouts, at the local or national level, a college, another organization such as the Red Cross, or a community adult education group. This training must be something that will positively help the volunteer lead Girl Scouts. After receiving 5 green leaves, the recipient may replace them with 1 silver leaf; 5 silver leaves may be replaced with one gold leaf.

Years of Service Pin - This pin is given to adults in Girl Scouting in recognition of years of service at five-year intervals. Service Units recognize those individuals receiving 5, 10, 15, etc., year pins.

Years of Membership Pin - The numerals show the total number of years of registered membership, both as a girl and an adult, in any Girl Scout/Girl Guide organization. Numeral Guards are attached to the membership pins. The five-year numeral guard replaces five membership stars; a ten-year guard replaces ten membership stars, etc. Numeral Guards are available in increments of 5 years.

Volunteer of Excellence - The Volunteer of Excellence Award recognizes those volunteers who have contributed outstanding service while partnering directly with girls in any pathway to implement the Girl Scout Leadership Experience through use of the national program portfolio or who have contributed outstanding service in support of the council's mission delivery to girl and adult members.

Outstanding Volunteer Award - This award is given only once to an adult in a position other than a troop leader for service to a geographic area or program delivery audience that is beyond the expectations for the position.

Outstanding Leader Award - This award is given only once to recognize outstanding troop leadership in the delivery of Girl Scout programming to girls, meriting recognition by geographic/service team.

Rookie of the Year Certificate - The Rookie of the Year recognizes the time, effort, and dedication put forth by leaders and/or assistant leaders during their first year of service.

Green Angel or Green Knight Certificate - Presented to registered Girl Scout leaders, co-leaders, Fall Product/Cookie Chair Service Team members at the end of their first year of service.

Green Angel or Green Knight Pin - Presented to registered Girl Scout leaders, co-leaders, Fall Product/Cookie Chair Service Team members at the end of their second year of service.

Green Angel or Green Knight Patch - Presented to registered Girl Scout leaders, co-leaders, Fall Product/Cookie Chair Service Team members at the end of their third year of service.

For more information about how to give out these awards visit our [website](#).

Communication

This section includes:
Communication Plans
Effective Communication
Social Media Guidelines
Methods of Communication
Improving Communication



Communication Plans

Designing a communication plan ensures all volunteers keep up with Service Unit information.

Clear, consistent, and respectful communication is the key to building a strong Service Unit Team as well as a healthy community within your Service Unit as a whole. No matter how your team structures your overall communication, each Service Unit Team member is individually responsible for regularly communicating with the rest of the Service Unit Team.

Regular communication is expected from each Service Team member in the following ways: sharing updates, asking questions, requesting clarifying information, offering helpful ideas and suggestions, reminding others of deadlines, and asking for help when needed.

Each Service Unit Team is encouraged to come up with a plan for how they will communicate. The Service Unit Manager is often the point person for communication, however that responsibility can be delegated as needed.

In creating your communication plan, consider what methods of communication will work best for the volunteers of your Service Unit. Some of the most common forms include: email newsletters, Facebook groups, and communication apps (Band, GroupMe).

How and how often you communicate as a team is up to the team to decide. This is a great thing to discuss during Service Team meetings. All Service Teams should hold regular meetings and stay in touch regularly in between meetings, whether that's through email, Messenger, text, phone, etc.

Council relies on our volunteers to help ensure we're delivering the best Girl Scout experience possible! We believe communication is a key part of keeping things healthy. A successful partnership relies on open and frequent communication. Please keep your Regional Executive informed about Service Unit needs.

As the Service Unit Team, you are the hub of information connecting Council staff to the volunteers in your Service Unit. Always work to promote a positive and healthy relationship between troops and Council.

Effective Communication

When expectations are met communication is most effective

Tips for Effective Communication:

- Communication between staff and volunteers – delivery of information should be accurate, positive, and timely.
- Communication between Service Unit Manager and Service Unit Team should be on a regular basis.
- Support and promote Council activities such as Product Programs, Council trainings, programming opportunities, etc.

Council Communication Expectations:

- Council will send regular updates to Service Unit Manager.
- REs will work with the SU team to ensure success of Council and SU goals.
- Council staff will be available for support and questions.
- Council staff will be open to feedback and work to address challenges your Service Unit encounters.

Service Unit Communication Expectations:

- The SU will share communication with volunteers in a timely manner and with consistent delivery.
- The SU will listen when a volunteer has concerns or questions and follow up with them and will reach out to Council staff for additional support as needed.
- The SU will reach out to new volunteers right away to make them feel welcome and included.
- The SU will make an effort to deliver information to volunteers in a way that reaches everyone.
- The SU will maintain a positive attitude and tone.
- The SU will share challenges and conflicts with the Regional Executive.
- The SU can share successes with our Communications department by emailing photos and sharing stories.



Social Media

Social Media Guidelines for Troops and Service Units.

As the world changes, more people are using social media to connect with others. Girl Scouts of Middle Tennessee has created the following guidelines to help troops and Service Units to communicate effectively on social media.

- Girl Scout troops and Service Units should only create **private** Facebook groups to share their information.
 - This means they should not create Instagram, Twitter, public or private Facebook pages, or other forms of social media.
- The Regional Executive should be the admin in any Service Unit Facebook group. The Service Unit Manager and one other volunteer may be moderators of the group, if applicable.
- The Regional Executive may be part of troop Facebook groups at their discretion, but we do suggest Service Unit Managers are part of troop Facebook groups.
- For the safety of girls and volunteers, members of the Facebook group should be currently registered with Girl Scouts of Middle Tennessee only. This does not include people who are in the process of registering or registering at a later date. If troops have a Facebook group for families, members of that group should only be adults associated with a registered Girl Scout in that troop.
- Everyone in the Facebook group should follow the Girl Scout Law. Anyone who does not will be removed from the group.
- Only the Regional Executive should stop comments, delete posts, or remove users.
- All posts must be Girl Scout related.
- There may be no GoFundMe posts shared in the group. Money-earning projects are allowed if they have been approved by Council.
- There should only be one Facebook group per Service Unit or troop. If there are more, they should be combined into one.
- Routinely go through the people that have joined the page. If a volunteer is no longer with GSMIDTN, they need to be removed from the group page. This is to keep the page and safety of the girls in check.
- Double check media releases for all Girl Scouts before posting pictures. When non-Girl Scouts are invited to a private event, please be sure to get guardian consent before taking pictures of minors.



Social Media

Social media is a great tool when used responsibly.

Social media includes all forms of electronic communication through which users create, share, or exchange information, ideas, personal messages, images, or videos in virtual communities and networks. GSMIDTN acknowledges that volunteers have the right to express themselves on social media. As a representative of Girl Scouts, your words and actions reflect on you and on GSMIDTN.

In order to keep girls safe, it's important to know whether or not you have permission to use images of our Girl Scouts! Registered Girl Scouts and girls who have registered for staff-led Girl Scout events give permission to use images taken at Girl Scout activities to promote Girl Scouting. However, always check with volunteers and parents in attendance.

If you are inviting a news reporter or videographer to your meeting/event, make sure that all those who are in attendance are aware of their presence and have signed media releases.

Digital Communication helpful tips!

- When using social media sites like Facebook, Instagram, etc., please remember to respect people's wishes for privacy, and, most importantly, remember to respect Girl Scouts' privacy.
- Social media posts should be consistent with Girl Scout's mission. Before you post, consider how it will reflect on you and the organization.
- Think twice before hitting “publish,” “post,” or “share.” What you say, share, or post on the internet is permanent, even if you delete it. Make sure that you will not regret what you post whether it is privately within your group page or to your Instagram account. Any group member or approved follower can screenshot comments, pictures, etc. and share publicly.
- Be respectful of others. Sometimes our opinions are not the same, and that’s ok! Just be respectful about being on the opposing side.
- Be nice. People tend to be on the bold side when they are hiding behind a screen, please don’t join them.
- Encourage troop leaders to have their Girl Scouts sign GSUSA's Internet Safety Pledge.
- Be a sister to every Girl Scout!

Methods of Communication

Find the best method for your Service Unit to communicate!

Communication is the key to the success of a Service Unit. As lives become busier, technology advances, and individuals have various preferred methods to communicate, it becomes even more important that, as a Service Unit Team, we are communicating the most important things in a variety of ways. While the Service Unit Manager holds accountability for facilitating communication, each Service Unit Team member holds equally important responsibility in communicating with others and creating an open environment that welcomes all volunteers' voices.

For some Service Units, having a private Facebook page for volunteers to communicate with one another is the most effective way. However, not all of our volunteers are tech savvy, especially when it comes to Social Media. It is important to establish various methods of getting information out to everyone including use of email, phone, communication apps, social media, etc. It may be easier for some Service Units to use a communication app like BAND.

Important information should be sent via email to all volunteers to ensure that it is read.

Learning how to communicate well is a skill that can be developed just like any other skill. Communication can be defined as “a two-way interaction that is verbal and nonverbal and often both at the same time.” Nonverbal communication may include pictures or symbols. It may also include body stance, facial expressions, or physical touch (a handshake, for example). Verbal communication is conveyed by tone of voice, inflection, and the words we use. Communicating well entails a clear and efficient exchange of information. This means you are able to convey your message to others clearly and efficiently, as well as listen and understand what is being conveyed to you by others, and also adjust your message as needed in response to the other person(s).

What forms of communication will your Service Unit utilize?

What is your communication plan?

Improving Communication

Use these tips to help improve communication with members of your Service Unit!

What does good communication look like in a Service Unit?

- Volunteers share success and challenges at the Service Unit meeting and opportunities are provided to problem solve.
- Diverse viewpoints are expressed and valued.
- Service Units talk about the Council goals and priorities and how they are achieved within troop, group, and Service Unit activities.
- Service Units involve all volunteers in developing the Service Unit plan.
- Service Units talk about how to involve girls in the planning, implementing, and evaluating of Service Unit activities.
- A variety of communication methods are used to ensure all volunteers are engaged in the Girl Scout Leadership Experience (even those not at Service Unit meetings).

Helps with Communication

- Sharing accurate information. Don't guess. If you're not sure, ask.
- Removing distractions (e.g. putting away phones).
- Displaying an interest in what the other person is saying by expression, body language, gestures, and asking questions.
- Developing listening skills and focusing on mutual understanding versus simply having your voice heard.
- Making an effort to modulate tone of voice to match the message you intend to convey. Using the person's name is helpful.
- Clarifying jargon and acronyms. Always be sure to clarify terms and commonly used abbreviations up front.

Barriers to Communication

- Being unprepared.
- Distractions (e.g. looking at your phone during a conversation).
- Answering before hearing the entire statement or question.
- Tone of voice.
- Confusing or inappropriate body language or gestures.
- The use of jargon & acronyms (without clarification) or other words that may not mean the same thing to different people. People who are new to Girl Scouts might not know all the terminology or acronyms that we use frequently.

Service Unit Events

This section includes:

Event Planning

Event Management



Event Planning

Service Unit events aid with retention and community building between Girl Scouts.

We encourage Service Units to host multiple events per year for the girls in their area. Hosting events for the entire SU allows the troops to come together and the girls to spend time with other Girl Scouts, providing lasting memories. The information below serves as a guide in planning and executing events on a SU level.

Preparation:

Ideally, you have an event planner or committee on your SU team that will focus on planning and executing events throughout the year. Sometimes this committee looks like a team of volunteers that work together to host each event or having a different troop host each event. It's important to utilize your pool of volunteers to support the planning process and the actual execution of the event.

- **Choose your events**- At the beginning of each year, either at a SU meeting or a separate event planning meeting, accept ideas and suggestions from your committee/leaders on the events they hope to see for the year.
 - You can also ask leaders to accept suggestions from their girls/families on the events they would like to attend.
- **Consider the timing**- Once you've established the events you plan to host, consider the best time of year to host those events. Try to avoid over-scheduling with Council-wide events, fundraisers, holidays, etc.
- **Publish the dates**- Once your events and dates are scheduled, publish the dates to the troops. Even if you're not ready to accept registration for events yet, it's important to promote them early on so troops can gauge interest, plan ahead, and add it to their troop calendar.
- **Finalize details**- Throughout your planning, you'll need to finalize many details. It's best practice to start planning and finalizing details at least three months prior to the event. Utilizing your volunteers and resources, consider the following details:
 - **Venue**-where will we host the event? Consider space needed, equipment available, setup required, cost of venue (free is best!), central location for most troops. As soon as you can, reserve the venue that works best for your event.
 - **Outline**- make an outline of your activities for the event, a comprehensive list of supplies needed, badges/patches being earned, number of girls who can attend, number of volunteers needed. When considering the number of girls who can attend, consider the venue's limit first, then consider your volunteer availability to determine this number.

Event Planning

Preparation continued:

- **Committee roles-** If you haven't already, this is also an important time to be sure all volunteer/committee roles are established and that everyone is doing their part to plan and prepare for the event. As the committee head or SUM, be sure to delegate tasks, but also to check in with your committee to ensure things are being taken care of in a timely manner. Keep your team aware of deadlines, etc.
- **Registration-** Decide what registration process works best for you. Some common platforms are Google Forms, JotForm, sign-in sheet at SU meeting, Facebook. Be sure to include questions in your registration that captures all information needed for the event (troop number, age level, responsible adult information, food allergies/dietary restrictions, costs, parent attendance details, media release, etc.). If you're accepting troop volunteers for the event, you'll also want to include a section for that.
- **Promote event-** Roughly 1-2 months prior to the event, start promoting it at SU meetings, on Facebook pages, etc. Be sure to clearly communicate all details with either a flyer or detailed post, including the link/instructions to register for the event.
 - **Payment-** SU events should be minimal in cost to afford as many Girl Scouts the opportunity to attend as possible. You should calculate registration cost based on your cost to host the event (venue cost, supplies/materials, food, patches). It's acceptable to add \$1-\$3 to the cost of each registration, to apply to a Gift to Girls donation on each Girl Scouts' behalf. Most SUs accept payment via cash or troop check. Be sure to track payment and be as organized as possible with all registrations/payment. It's best to accept payment at scheduled SU meetings. Work with the Service Unit Treasure to ensure all payments are properly deposited. See more about Service Unit Finances starting on page 38.
- **Supplies-** After registration has closed and your final numbers are in, you can purchase supplies for event. It's advisable to wait until about a week before the event to ensure your numbers are as accurate as possible. As always, use your resources wisely and be as savvy as possible when spending SU funds. Order your badges/patches in enough advance to distribute at your event. Work with your Service Unit Treasurer to ensure that the money is being used thoughtfully.

How can your Service Unit improve at event preparation?

Event Management

Execution:

Once your details are all solidified, your volunteers are in place, and you're ready to host your event, use these tips to ensure a smooth and successful day:

- **Setup** - Give your team ample amount of time to setup without being rushed. Be as organized as possible going into setup and communicate your plan clearly to your team.
- **Volunteer management** - Ask your volunteers to arrive early and provide a detailed schedule/information sheet for them. Be sure you're available as the committee head/SUM to float and answer questions or resolve any unforeseen complications during the event.
- **Family management** - Your families should know ahead of time if they're allowed to stay at the event or if it's drop-off only. Be sure you have communicated that plan clearly so that check-in, drop-off, etc. is a smooth process. If families are staying for event, have a designated area for them and a volunteer who is responsible for keeping them from distracting the girls.
- **Girl management** - Welcome the girls excitedly and have a designated plan for them when they arrive. Plan to do an opening ceremony with the group. For example, the pledge, Girl Scout Promise + Law, expectations for behavior, and a quick explanation of the event. Having signs or volunteers who are helping manage the girls/groups helps. Dividing the girls up into small groups by age, but mixing with other troops, provides a manageable experience for your team.
- **Closing** - It's common to do a closing ceremony with the girls that includes the friendship circle. Be sure to allow time for cleanup for your event, and don't hesitate to include the girls in this process. A Girl Scout always leaves a place cleaner than she found it. There should be a few volunteers who are in charge of pick-up/sign-out with girls and families, including distribution of patches/badges. You can also distribute to leaders at the next SU meeting if preferred. Other volunteers should be helping to clean up and restore the venue to its original state.

Follow up:

After you've completed a SU event, there's a couple of things to consider:

- **Appreciation** - Be sure to show appreciation to the volunteers who helped make the event a success. Also take time to show appreciation to your venue, anyone who donated supplies, etc.
- **Tracking** - If you collected any extra money for Gift to Girls donations, be sure to turn that into your Regional Executive with a list of girls who attended the event.
- **Survey** - It can be a good idea to send out a survey at the end of the year to parents or troop leaders to see how they felt about the events hosted that year. This allows you to improve from year to year.
- **Pictures** - Share pictures from your event with the Communications Department. You can also share a photo/blurb from event with your local newspaper which is a great way to spread awareness about Girl Scouts in the community.

Keeping Girl Scouts Safe

This section includes:
Safety Ratios
Emergency Planning
Planning Safe Activities
Travel

Safety Ratios

Use this table to identify how many volunteers are needed for events and activities.

While working with girls and learning new skills is fun and rewarding, assuming responsibility for other people’s children means that some level of risk management and due diligence is involved. There are several resources we use to help you minimize risk and keep girls safe.

Girl Scout groups are large enough to provide a cooperative learning environment and small enough to allow development of individual girls. Girl Scouts’ volunteer-to-girl ratios show the minimum number of volunteers needed to supervise a specific number of girls. These supervision ratios were devised to ensure the safety and health of girls.

Adult volunteers must be at least 18 years old with a completed background check, and at least one adult must be a woman.

Volunteer to Girl Scout Safety Ratio	Group Meetings		Events, Travel, and Camping	
	Two unrelated volunteers (at least one woman) for number of girls:	Plus one additional volunteer for each additional number of girls:	Two unrelated volunteers (at least one woman) for number of girls:	Plus one additional volunteer for each additional number of girls:
Daisies (grades K-1)	12	1-6	6	1-4
Brownies (grades 2-3)	20	1-8	12	1-6
Juniors (grades 4-5)	25	1-10	16	1-8
Cadettes (grades 6-8)	25	1-12	20	1-10
Seniors (grades 9-10)	30	1-15	24	1-12
Ambassadors (grades 11-12)	30	1-15	24	1-12

Emergency Planning

What to do in an emergency.

Identify the type of emergency:

- Medical
 - A member becomes suddenly ill.
- Accidental injury
- Weather related crisis or challenging environment
 - Pay attention to weather so that the activity can be rescheduled if there is a severe storm or weather-related risk.
- Fire
 - Become aware of all entrances and exits and alternative routes out.
- Missing or lost member.

Minimize the damage, injury or time element in seeking help. Make sure to know how far the activity is from the closest Emergency Medical Service (EMS).

- A volunteer that is First Aid certified should be present at all Girl Scout events.
- Make sure that emergency response vehicles can access the area where you are practicing an activity with girls. If an emergency vehicle cannot access the site, notify either local EMS or parks services or other authorities ahead of time of where you will be, what you will be doing and how many members are with you.

Having confirmed the properly trained first aiders are present:

- Immediately engage the first aider to the accident scene involving an illness or injury.
- Notify and coordinate the arrival of emergency medical services or law enforcement.
- Contact all relevant parties:
 - Parents or legal guardians
 - Regional Executive
 - Law enforcement
 - Property owner or facility manager

Activity Accident Insurance

Activity accident insurance is a supplemental health insurance that protects registered Girl Scout members. Registered members are automatically covered under activity accident insurance when participating in all Girl Scout events and activities including trips that involve two (or less) overnight stays. This insurance does not cover any property damage.

If this insurance is needed, the registered member or family should reach out to their Regional Executive.

Planning Safe Activities

Required trainings and resources to plan safe Service Unit activities.

Youth Protection

All Girl Scout troop leaders and co-leaders are required to complete our Youth Protection training, New Leader training, and Funding the Fun training. These trainings are offered online through our training platform.

Camp Ready

Camp Ready Training is an online required training for any volunteer, parent, or staff member that plans to utilize camp properties or other outdoor locations for any amount of time. If your troop is reserving a property for Day-Use Only, no other Camping Skills training will be needed.

First AID/CPR

Each troop should aim to have at least one person at troop meetings and activities who has completed First Aid and CPR. It is encouraged for each troop to have their own First Aid kit to have with them at all activities. All troops receive one free First Aid CPR training per year. This can be utilized by any registered adult associated with the troop. You can view the upcoming dates on the Available Activities Calendar on CouncilAlignMENT.

Outdoor Skills

Troops also receive one free Outdoor Skills training each year. Outdoor Skills is required for reserving a unit or an overnight reservation at a GSMIDTN property in addition to Camp Ready and First AID/CPR. You'll learn the basics of fire-building, three ways to cook outdoors, knife safety and more! You can view the upcoming dates on the Available Activities Calendar on CouncilAlignMENT.

Safety Activity Checkpoints

When preparing for any activity with girls, start by reading the Girl Scout Safety Activity Checkpoints for that particular activity. Each Safety Activity Checkpoint offers required guidelines on where to do this activity, how to include girls with disabilities, where to find both basic and specialized gear required for the activity, how to prepare for the activity, and what specific steps to follow on the day of the activity. Safety Activity Checkpoints can be found on GSMIDTN's website under the Troop Leader Resources tab.

Volunteer Essentials

Volunteer Essentials is a reference for you to use as needed. When you have a question, simply look up the topic in the Table of Contents or Index, and you'll find your answer. Think of Volunteer Essentials as your encyclopedia to Girl Scout volunteering; it's here when you need it, but there's no need to read it all today. Volunteer Essentials can be found on GSMIDTN's website under the Troop Leader Resources tab.

Online Training Platform

a variety of free online training opportunities are available to GSMIDTN leaders and co-leaders! Training topics include CouncilAlignMENT tutorial, Ceremonies & Traditions, Highest Awards, Available Resources for troops, and so much more. To receive an invitation to this training platform, please reach out to Volunteer Resources at volunteerresources@gsmidtn.org.

For more
information on
redeeming free
trainings, reach
out to our
Volunteer
Resources team!



Travel

Traveling with Girl Scouts.

Although you might not be often traveling as an entire Service Unit, you will be commonly asked for guidance and suggestions from volunteers, so it is important to be as prepared as possible by knowing requirements and and being able to answer questions about troop travel.

Traveling with a Girl Scout troop is an opportunity to broaden girls' horizons and build skills that they will use for a lifetime. Traveling with a troop is also a common way to spend Girl Scout proceeds earned during our Product Program sales. It allows the girls to set goals, work towards those goals, and celebrate in a memorable and tangible way. There are also ways for girls to travel independently from their troop as they age up. There are processes in place to ensure organized and optimal travel experiences for Girl Scouts.

Girl Scouts encourages girls to try new things and see the world with fresh eyes in and outside of their usual troop meetings. Traveling as a Girl Scout is a unique experience because girls take the lead. They'll make important decisions about where to go, what to do, and take increasing responsibility for the planning of their trips. During this process, they will also build their organizational and management skills—skills that will benefit them throughout their lives.

Girl Scout travel is built on a progression of activities, so girls are set up for success. Daisies and Brownies start with field trips and progress to day trips, overnights, and weekend trips. Juniors can take their adventures farther with longer regional trips. And Cadettes, Seniors, and Ambassadors can travel the United States and then the world. There are even opportunities for older girls to travel independently by joining trips their council organizes or participating in GSUSA's travel program, Destinations. More information about Destination trips can be found on GSMIDTN's website under the Older Girls tab. More information on travel progression can be found on GSMIDTN's website under the Troop Leader Resources tab.

For any kind of travel, permission from Girl Scout families is a must. Using the General Permission form available on the Troop Leader Resource page of our website is encouraged for all travel outside of regular troop meetings. For trips that lie outside a 100 mile radius of our 39 counties or trips that last 3 nights or longer, an Intent to Travel form is needed. This form is located on the Troop Leader Resource page of our website. This packet must be submitted 90 days before departure of the trip.

When traveling with Girl Scouts, travel ratios for travel must be adhered to. A valuable resource to review when planning to travel is the Guide for Traveling Troops which can be found on GSMIDTN's website under the Troop Leader Resource tab.

Service Unit Finances

**This section included:
Service Unit Banking
Service Unit Income
Troop Disbandment**



Service Unit Banking

Guidelines to using Service Unit money thoughtfully.

Service Units are expected to be thoughtful stewards of the money in their account. This money should be used for three things: supporting volunteers in the Service Unit, girl retention (such as events and programs for girls), and Service Unit operations. Girl events should be thoughtfully planned so that the money is spent carefully. Service Unit accounts should be transparent; updates should be shared at Service Unit meetings on how funds are being used and amount in the account. Service Units should maintain a balance in accordance to the number of girls in the Service Unit (# of girls X \$15.00 = maximum permitted balance).

Examples of acceptable purchases with Service Unit funds

- Volunteer appreciation gifts or events
- Events for girls including supplies, patches, and food
- Office supplies
- Troop startup kits or supplies
- Refreshments
- Facility rental for events as necessary
- Service Unit traditions - i.e. half the lifetime membership for graduating seniors, Girl Scouts that have received their Gold Award, etc. Service Unit traditions must be Girl Scout focused and align with the mission of Girl Scouts of Middle Tennessee

Purchases needing RE approval

- Travel expenses for volunteers such as hotel rooms, gas, etc.
- Trainings for Service Unit Managers that have a significant cost
- Gift cards for volunteers
- Large purchases over \$100 that are not a part of the “acceptable purchase” category

Service Units can also have an account for their Twilight or Day Camps. These accounts must follow the guidelines above.



Service Unit Income

The only sources for Service Unit income can be found here!

Service Units receive income from various Girl Scout sources as listed below. Service Units do not engage in money-earning activities. For instance, Service Unit events are not to be planned or promoted as money-earning events. The exception is when a Service Unit-wide event is being planned by a troop in order to earn funds, in which case the troop needs to follow the troop money-earning guidelines or a Gift to Girls event. Sometimes, income for a Service Unit event does exceed expenses and leaves a surplus of money. When all expenses are paid, any surplus is put back into Service Unit events. Please work to keep event prices in balance with the expenses to maximize troop opportunities in a Service Unit.

While the Service Unit does not earn money through programming, it does receive income from these Girl Scout sources:

Cookies:

Service Units are able to qualify for Service Unit bonuses set by the Product Programs team each season.

Donations:

Service Units may not solicit cash donations. However, they can receive a maximum total of \$250 in donations each fiscal year. In-kind donations can be accepted. In-kind donations are when instead of giving money to buy needed goods and services, the goods and services themselves are given. Girl Scouts may not make monetary donations to other organizations in their capacity as Girl Scouts, fulfilling wish list items is a great way to help.

Disbandment:

Troops that are disbanding are able to donate a maximum of \$250 to their Service Unit. Troops may earmark this money to be used for specific events if they desire. Find more information about troop disbandment on page 40.



Troop Disbandment

Steps for troops to complete disbandment.

A troop will disband once all registered Girl Scouts in the troop have Bridged to Adult Members. A troop may also disband when Girl Scouts no longer wish to return or there is a leadership change and there are no longer any volunteers registered in a troop.

If a troop disbands, it is important that the troop makes final decisions about the use of any remaining funds after bills have been paid and have cleared the account. Troop funds are not the property of any individual girl.

Before disbanding, troops need to decide how they will disperse with any remaining funds. If Girl Scouts are continuing on with another troop, the funds can be transferred to the new troop(s). Troops can plan a trip or event, host a final troop celebration, or make an in-kind donation to a charity based on the troop's interest. Funds can also be donated to the Service Unit with a \$250 limit. Any remaining funds will be transferred to the Council Troop Treasury.

After determining with the girls the best use for remaining funds, the volunteers must reach out to their Regional Executive when they are ready to close their bank account. The troop leader listed as the contact for the troop's tax exempt number must also contact the Tennessee Department of Revenue to take the troop's tax exempt number off record.

Additionally, the Year End Report along with a current bank statement is due to your Regional Executive along with the Troop Disbandment Form. This form can be obtained by contacting your Regional Executive.

CouncilAlignMENT

This section includes:
Reports
Camporee Reservations

Reports

Service Unit Managers have special access in CouncilAlignMENT to allow the pulling of reports.

Some of the main reasons a SUM might need a report from CouncilAlignMENT:

- Create an updated volunteer list to aid in communication efforts
- Create a list of # girls per troop to assist in event planning
- Create a list of contacts to assist in event communication
- View liability waiver information for girls to assist in event planning
- View media release form for girls

How to get leader contact info

1. Site Menu
2. Reports
3. Membership List of Individuals
4. Select Service Unit
5. From Troop Info column, change Position ID to 01 - Leader for Troop
6. Click "Proceed to the Next Step"
7. Select Troop Number, First Name, Last Name, and Preferred Email
 - a. Feel free to add anything else you might want to know
8. Click "Generate Report"
9. You can run this again with any other Position ID if desired. Some troops would like communication sent to all leaders. These leaders may be listed as 02- Assistant Leader for Troop. Troop Product Program Coordinators also have Position IDs.

How to get number of Girl Scouts per troop

1. Site Menu
2. Reports
3. Membership Count
4. Select Service Unit
5. Under "Adult?" (in first column) select "No"
6. Click "Proceed to the Next Step"
7. Select Troop # and Troop Grade Level (if desired) from middle column
8. Click "Generate Report"



Reports

How to find if Property Liability Waivers have been completed

1. Site Menu
2. Reports
3. Membership List of Individuals
4. Select Service Unit
5. click Proceed to next step
6. Select Troop#, First Name, Last name, Waiver?, any other data point you might want (e.g. contact info)
7. Click "Generate Report"

How to view Media Release for Girl Scouts

1. Site Menu
2. Reports
3. Membership List of Individuals
4. Select Service Unit
5. Under "Adult?" (in first column) select "No"
6. Click "Proceed to the Next Step"
7. Select "Media Permission" at the bottom of the first column
8. In second column, select "Troop Number"
9. Select any desired information from the final column
10. Click "Generate Report"

Camporee Reservations

As a Service Unit Manager, you will have access to reserving our properties for Camporee. This can be done through CouncilAlignMENT by completing a property reservation.

A camporee is a weekend event where new and seasoned troops can enjoy camping at one of our camp properties with other troops in their Service Unit. Enjoy troop time, amazing activities, adventure opportunities, and horse programs with everyone in the service unit. Generally, the first weekend of every month is available for Service Unit Camporees. Service Units may also request other open dates on CouncilAlignMENT on a first-come-first-served basis. Reservations can be made a maximum of 180 days prior to your desired camporee date; however, you may only hold one date at a time.

For more information about Camporees check out our Camporee guide!

How to Make a Reservation:

1. Log into CouncilAlignMENT and select home.
2. Select Property Reservations then select “Make New Reservation.”
3. If you have not already done so, please accept the property liability waiver on CouncilAlignMENT. Each child’s waiver must be completed by their parent or guardian
4. Select Service Unit Camporee or Service Unit event reservation type and the property you would like to visit.
5. Select the time block you would like to visit camp.
6. During April – September there are two Girl Scout years open in CouncilAlignMENT. You must select the year the corresponds with the reservation date from the drop down menu.
7. Choose from the available dates and units in the calendar. All overnight or multi-night requests must select consecutive dates starting on your arrival date and ending on your departure date. For example; if you would like to spend the weekend on property you need to select Friday, Saturday and Sunday.
8. Select “Reserve” at the bottom right of the page.
9. Select “Incomplete” below the “Attendance Header” to add attendees. Service Unit Camporees and events are asked to give a count of girls and adults attending.
10. Select “Review” below the “Activities Header” to choose from available outdoor adventure, camptivities, girl innovator and horse (Camp Sycamore Hills only) programs. Then, add your participation totals and select “Save.” This can be guess if you are letting troops choose their own activities.
11. Select your preferred communication methods and submit your reservation.
12. Click the red X beside the items you would like to pay for. The red X should turn into a green check mark. Then enter your credit card information below. To hold your reservation, the deposit must be paid or the reservation is not final.
13. Select “Continue” at the bottom right corner of the page.
14. Review your reservation and payment details, and then select authorize payment.

Appointment Letters

Service Unit Manager Appointment Letter

Function:

To develop and maintain Girl Scouting in the Service Unit by fostering community and offering support to all leaders and girls.

Accountability:

Appointed by and accountable to the Regional Executive. Average term is three years, but will be reevaluated by the Regional Executive annually for renewal or dismissal.

Responsibilities:

- Support GSMIDTN and GSUSA policies, standards, and procedures
- Promote Council goals
- Work with Regional Executive to appoint other SU team members and support those members
- Supervise and manage the SU team and ensure all members are fulfilling their duties
- Provide encouragement to all volunteers and ensure proper training is met by all volunteers
- Host monthly meetings (in-person or virtual) and oversee agendas; plan engaging and valuable discussions
- Have Service Unit plan and host at least one event for the Girl Scouts in the Service Unit
- Attend Council-sponsored trainings for SUM position and encourage other volunteers to attend trainings specific to their role
- Serve as a resource and guide leaders through CouncilAlignMENT, our website, and other helpful tools
- Support REs efforts by ensure troop Year End Reports are submitted by June 30
- Provide a welcoming environment to all volunteers
- Work with the RE and SU team to evaluate at the end of each year, and focus on ways to grow and improve the overall experience within the SU

Qualifications:

- Registered and trained member of Girl Scouts
- Supportive of Council's goals
- Ability to maintain confidentiality with sensitive issues
- Strong leadership skills
- Strong conflict-resolution skills
- Strong organization and communication skills
- Willingness to create an inclusive space for volunteers
- Consistency in holding monthly meetings with engaging agendas
- Strong correspondence with RE to seek guidance and instruction

Volunteer agrees to all of the above. Regional Executive recommends volunteer as Service Unit Manager. Volunteer understands Regional Executive will review term annually and evaluate renewal.

Volunteer Signature

Date

Regional Executive Signature

Date

Service Unit Treasurer Appointment Letter

Function:

To maintain accurate records of financial transactions and manage the SU finances.

Accountability:

Appointed by and accountable to the Service Unit Manager and Regional Executive.

Responsibilities:

- Make payments and manage financial transactions for the SU
- Reconcile the SU checking account regularly
- Monitor spending and work with the SUM when planning expenses
- Assist troop leaders in efficiently managing troop checking accounts
- Assist in collecting troop year-end reports

Qualifications:

- Registered and trained member of GSMIDTN
- Approved background check with GSMIDTN
- Supportive of Council goals
- Ability to maintain confidentiality with finances
- Strong organizational skills
- Strong correspondence with SUM and Regional Executive

Volunteer agrees to all of the above. Service Unit Manager/Regional Executive recommends volunteer as Service Unit Treasurer. Volunteer understands Regional Executive will review term annually and evaluate renewal.

Volunteer Signature

Date

Regional Executive Signature

Date

Service Unit Event Coordinator Appointment Letter

Function:

To promote the Girl Scout experience by planning and hosting local events throughout the year.

Accountability:

Appointed by and accountable to the Service Unit Manager and Regional Executive.

Responsibilities:

- Attend Council trainings
- Plan and execute events and activities for the girls in the service unit (at least one per year)
- Recruit and manage events committee members to help execute events
- Collaborate with the SUM and treasurer to develop budget, calendar, etc.
- Plan events that interest Girl Scouts of all levels

Qualifications:

- Registered and trained member of GSMIDTN
- Approved background check with GSMIDTN
- Supportive of Council goals
- Strong organizational and communications skills
- Experience in managing events
- Understanding of Girl Scout safety guidelines
- Strong correspondence with SUM, Treasurer and Regional Executive

Volunteer agrees to all of the above. Service Unit Manager/Regional Executive recommends volunteer as Service Unit Event Coordinator. Volunteer understands Regional Executive will review term annually and evaluate renewal.

Volunteer Signature

Date

Regional Executive Signature

Date

Service Unit Volunteer-Run Camp Director Appointment Letter

Function:

To oversee the creation, planning, and execution of a day camp in the area.

Accountability:

Appointed by and accountable to the Service Unit Manager, Regional Executive, and Manager of Camp and Adventure Programs.

Responsibilities:

- Attend Council day-camp focused trainings, workshops, and meetings
- Work with the Manager of Camp and Adventure Programs to host a day camp or twilight camp in the SU for girls
- Work with the Manager of Camp and Adventure Programs to submit all needed paperwork each year.
- Submit final paperwork and payment to the Manager of Camp and Adventure Programs no later than two weeks after the end of your camp.
- Work closely with the SUM and Treasurer to maintain a budget
- Recruit and manage a team of volunteers to assist in planning and executing camp

Qualifications:

- Registered and trained member of GSMIDTN
- Approved background check with GSMIDTN
- First Aid CPR certified
- Supportive of Council goals
- Strong organizational and communications skills
- Experience in managing events
- Understanding of Girl Scout Safety Activity Checkpoints guidelines and ability to apply these to running a camp program
- Strong correspondence with SUM, Treasurer, Manager of Camp and Adventure Programs and Regional Executive

Volunteer agrees to all of the above. Service Unit Manager/Regional Executive recommends volunteer as Service Unit Day Camp Coordinator. Volunteer understands Regional Executive will review term annually and evaluate renewal.

Volunteer Signature

Date

Regional Executive Signature

Date

Service Unit Fall Product Coordinator

Here are some Qualifications and job duties that the SU Fall Product Coordinator does that benefit the Service Unit during the Fall Product Program:

Qualifications:

- Ability to dedicate time needed to conduct Service Unit activities of the Fall Product Program from August to November.
- Ability to interpret, support and assist others in the objectives of the program.
- Strong computer skills and ability to direct others.
- Ability to communicate and cooperate with adults from diverse backgrounds.
- Ability to motivate Troop Fall Product Coordinators and problem solve in a positive manner.
- Has no outstanding debt with Girl Scouts of Middle Tennessee.
- Registered as a Girl Scout Adult (18+) and has a current and approved criminal background check on file.

Position Duties:

1. Attends Council Fall Product training to become familiar with procedures and objectives of the sale.
2. Becomes familiar with the members of the Service Unit and the Troop Fall Product Coordinators.
3. Attends monthly Service Unit meetings during the Fall Product Program.
4. Meets all deadlines as required for the Council Fall Product Program.
5. Secures a delivery point for the Service Unit order delivery.
6. Assists Troop Fall Product Coordinators in the procedures and their specific responsibilities of the Fall Product Program.
7. Distributes troop materials to Troop Fall Product Coordinators once they have filled out the Troop Agreement Form.
8. Verifies troop entry of fall product order and reward orders in the M2 System by deadlines.
9. Distributes fall product orders to troops. Each troop should sign a Delivery Ticket receipt.
10. Maintains signed receipts for Council.
11. Maintains regular contact with the Troop Fall Product Coordinators throughout the program. Monitor for problems and successes.
12. Assists the Product Programs Department as needed.
13. Receives shipment of Troop Rewards and issue to Troop Fall Product Coordinators in a timely manner.

This appointment letter is signed via a JotForm that is sent out by the Product Programs team each season.

Service Unit Cookie Program Product Coordinator

Here are some Qualifications and job duties that the SU Cookie Program Product Coordinator does that benefit the Service Unit during the Girl Scout Cookie Program. Some Service Units split the duties between a SU Booth Coordinator and SU Cookie Coordinator that does more of the administrative duties.

Qualifications:

- Ability to dedicate time needed to conduct Service Unit activities of the Cookie Program from November to April
- Ability to interpret, support, and train others in the objectives of the program
- Strong computer skills and ability to direct others
- Ability to communicate and cooperate with adults from diverse backgrounds
- Ability to motivate Troop Cookie Coordinators and problem solve in a positive manner.
- Has no outstanding debt with GSMIDTN
- Registered as a Girl Scout Adult (18+) and has a current and approved criminal background check on file.

Position Duties:

1. Attends council kick off & training to become familiar with processes and objectives of the Girl Scout Cookie Program.
2. Secures a delivery point for the initial cookie order.
3. Ensures all troops attend the SU information session, review procedures and responsibilities with troops, and distribute program materials to troops that have signed agreements only.
4. Collects electronically signed Troop Cookie Coordinator Appointment Letters prior to distributing program materials.
5. Attends monthly Service Unit meetings during the Cookie Program.
6. Meets all deadlines for turning in Service Unit booth sign ups as required for the council Cookie Program.
7. Verifies eBudde troop settings and contacts have been updated including designation of "Primary Contact" on each troop in the SU.
8. Verifies entry of troop initial cookie orders and all reward orders in the eBudde system by the specified date.
9. Facilitates delivery of initial cookie orders to troops, obtain signatures for receipt of cookies, and keep receipts for all cookies received and distributed.
10. Conducts a booth sale site sign up within the Service Unit for troops before mid-January, if applicable.
11. Maintains regular contact with troops throughout sale, monitors problems, and celebrates successes.
12. Verifies entry of Troop Final Reward Order in eBudde by the specified date.
13. Works closely with troops to complete and file any family or troop delinquency with proper documentation.
14. Receives shipment of Troop Rewards and issues to Troop Cookie Coordinators in a timely manner.

This appointment letter is signed via a JotForm that is sent out by the Product Programs team each season.